# IT Professional Technical Services Master Contract Program T#:902TS Statement of Work (SOW) For Technology Services Issued By

# Minnesota Pollution Control Agency (MPCA)

**Project Title:** Minnesota Stormwater Manual Website Development

Service Categories: Web Design & Development - HTML/ XML/ DHTML CSS JavaScript

#### **Business Need**

The Minnesota Pollution Control Agency (MPCA) is in need of a Contractor to develop a website and Content Management System (CMS) for the Minnesota Stormwater Manual (Manual). The Manual is a widely used resource; however, its current format in an 850-page Adobe PDF document with 16 appendices is not ideal for stormwater professionals, planners, and state and local governmental entities who need a regularly updated, flexible, and easily searchable resource.

Continuous national and local research is building a body of knowledge for stormwater management. New information cannot be added to the Manual, or existing information revised easily, because use of multiple Adobe InDesign documents comprises the structure of the PDF format.

MPCA has limited Information Technology staff resources to allocate to this Project. The Project team (see below), in collaboration with stakeholders from the stormwater community (private consultants, local governments, and other state agencies), have worked together to develop this Statement of Work (SOW).

The team is seeking a Contractor to configure a community-supported wiki-based CMS that:

- Complements the MPCA's existing programming and infrastructure capabilities for future maintenance and updates;
- Is a growing, well used open-source tool with low- or no-cost licensing options;
- Provides MPCA Stormwater Program staff an easy way to create and update text, graphics, formulas, and links based on new research and stakeholder input;
- Provides users flexible (including mobile, print-ready), accessible, searchable content with the ability to provide feedback; and
- Observes MN.IT Services accessibility guidelines and its enterprise hardware/software vision.

The focus of this SOW is the selection and configuration of a wiki-based CMS for the Minnesota Stormwater Manual. Migration of the Manual content to the CMS is being considered as part of a related but separate Project. The goal of this Project is to have a new website and CMS for the Manual in place and fully functional by **October 15, 2012**.

As part of this Project, the CMS and website will contain two sections of information from the Manual. These include section 12-08 from the existing manual and a new section on green roofs. The full migration of the Stormwater Manual content is not a requirement of this Contract.

The Project team includes the following individuals (located at the MPCA St Paul office):

- 1. Primary team members: MN.IT Services Project Manager/ Scrum Master, MPCA Stormwater Program Subject Matter Expert/Project Owner, MPCA Stormwater Program Coordinator, MPCA Business Analyst, MN.IT Services Web Developer, and MPCA Contract Specialist.
- 2. Secondary team members: MPCA communications, MN.IT Services Web Developer, and Stormwater Program staff reviewers. Management support for the Project is provided by the Stormwater Section Manager and the Municipal Stormwater Supervisor, a MN.IT Services Supervisor, and MN.IT Services, MPCA CIO. External stakeholders providing input and review include gardening-business consultant, and representatives from

Minnesota Department of Transportation, the Mississippi River Watershed Management Organization, City of Woodbury, and the Metropolitan Council.

MPCA Stormwater Program staff involved in this Project has more than 50 years of combined experience developing technical stormwater information.

# **Project Deliverables**

A single Contractor will provide the professional resources that, when combined with State Resources identified below, will:

- 1. Develop a content management system (CMS) for the Stormwater Manual that includes the following features:
  - a. Open source Wiki platform (MediaWiki, SMWPlus, Tiki Wiki, etc)
    - i. Front-end PHP programming language
    - ii. Back-end MySQL database
  - b. Must work on all modern browsers
  - c. Editing access secure and limited to MPCA staff
  - d. Development environment hosted by Contractor (Production environment configured and hosted at MPCA by MPCA staff)
  - e. MySQL database and PHP code from Development. (To be loaded into Production by MPCA staff.)
  - f. WYSIWYG or WYSIWYM editing
  - g. Manages images, graphics, and other artwork.
  - h. Easily add and updates images to pages.
  - i. Dynamic resizing of images, while not a requirement, is a preferred feature.
  - j. WYSIWYG editing of tables.
  - k. Manage and post PDF, MS Word, MS Excel, and CAD files.
  - I. Full text searching.
  - m. View old versions of Manual web pages
  - n. Download sections as a hard copy (PDF) and/or simple printing of web pages
  - o. Include the following extensions:
    - i. Math to allow entering of mathematical formulas
    - ii. Cite to show users how to cite a specific webpage
    - iii. Print allows printing of a specific webpage
  - Partly populated with Stormwater Manual content (to be provided by MPCA in wiki markup or HTML format)
  - q. Highlight significant changes for users (on home page?)
  - r. Although not a requirement, a preferred feature is the support the MPCA's Minimal Impact Design "calculators" (Calculators are currently in Excel. A form/JavaScript calculator would be more seamless for the user)
  - s. Although not a requirement, a preferred feature is to have the ability for users of the Manual to submit new information, corrections, edits, etc. to the MPCA content manager, who will then review submissions for possible inclusion into the Manual.
  - t. Although not a requirement, a preferred feature is to include an online feedback form (included in footer and includes page for reference).
  - u. Although not a requirement, a preferred feature is that the manual works on mobile platforms (mobile friendly).
  - v. Although not a requirement, a preferred feature is to be able to create complex formulas as text (they are currently images)

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- 2. Develop and implement a website layout that meets the MPCA Stormwater Manual Style Guide and MPCA Accessibility Manual of Style.
- 3. Provide training/tutorial (in a format that can be preserved for use by others in the future) so that the CMS and website can be managed by MPCA Stormwater Program staff
- 4. Provide training/tutorial so that MN.IT staff can install, configure, and maintain the website
  - a. Installation / configuration support during deployment to Production

# **MPCA Project Requirements**

- The new website will be hosted at the MPCA office in St Paul and utilized by MPCA staff, authorized partners, and the general public.
- The vendor will develop the website on its own test environment. It will deliver files and database backups to MPCA for installation in a production environment.
- The vendor will ensure accessibility standards are included through all phases of the development process. MN's accessibility standards include both Section 508 technical standards as well as Web Content Accessibility Guidelines 2.0 at the AA level. For more information, see IT Accessibility Standards under General Requirements.
- This Project is using the Scrum Methodology. Although it will be organized into multiple 2 to 3 week sprints, a single release of a production ready product is acceptable.
- The Contractor must be available for daily 15 minute stand-up meetings, Monday through Thursday at 10:00 CDT. The timing of these meetings is flexible. The Contractor must be available to demonstrate functional product at the sprint review meetings, every 2 to 3 weeks.
- Implementation will involve staff training as described in the Project Deliverables section.
- The estimated cost for this Project is \$25,000 (Twenty Five Thousand Dollars) and may not exceed that amount.

# **Project Milestones and Schedule**

The expected Project completion date is **October 15, 2012**. Expectations for specific tasks to be completed where days represent the number of business days after an executed work order:

- 5 days: Identify the platform that will be used to manage the content.
- 5 to 25 days: Develop the Content Management System or CMS. Populate the CMS with a selection of text documents and images.
- 25 days: Have a completed CMS containing multiple text documents and images.
- 10 to 25 days: Develop the website template (skin). This includes placing material on the website.
- 25 days: have a functioning website that meets the Project requirements.
- 26 to 27 days: Train identified MPCA Stormwater Program staff to manage data using the CMS and update the website.
- 26 to 27 days: Provide two (2) four (4) hour demo sessions to MN.IT Services staff on maintenance of the CMS and website.
- October 15, 2012: Have a fully functional CMS and website, both partly populated with documents and images
  that can be managed and maintained by MPCA Stormwater program staff and MN.IT Services staff.

# **Project Environment (State Resources)**

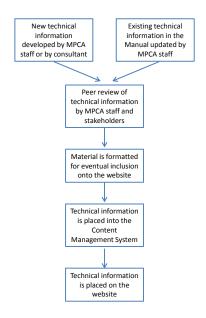
Production environment at MPCA is Mediawiki 1.15.1 on PHP 5.2.17, MySQL 5.5.20, and Apache 2.x.

The Contractor will work directly with the MN.IT Services Project Manager, who is the contact person for this Project, and MPCA Project Owner, who is the designated business user for this Project. MN.IT Services technical staff will make available the software, hardware, and computing environment necessary to build, install, and operate the application.

This Project has taken an Agile philosophy by implementing the Scrum framework:

- 1. Our primary meetings include the sprint planning, daily standup, sprint review, and sprint retrospective meetings.
- 2. Additional working meetings are scheduled as needed. (They often take place after the daily standup in our Scrum room.)
- 3. The Stormwater Manual scrum room has access to a virtual Vidyo meeting room, webcam, and audio equipment. (The team is currently using this equipment for the daily standup.) We also take advantage of WebEx's superior desktop sharing and VOIP when needed.

This flowchart describes how technical material is to be developed for insertion onto the Manual website:



# **Responsibilities Expected of the Selected Vendor**

Vendor responsibilities include, but are not necessarily limited to the following:

- o Install, configure, and develop the application in a development environment
- o Develop all Project documentation including Project work plan and schedule.
- Maintain Project benchmarks and timelines.
- Work with the MPCA Project Owner and other assigned staff to transfer application, database, and maintenance knowledge.
- o Develop testing and implementation schedule correlated to the work plan.
- o Provide technical staff, whose work the MN.IT Services Project Manager and Project Owner will oversee.

#### **Process Schedule**

Deadline for questions August 16, 2012, 2:30 p.m. Central Daylight Time (CDT)

Anticipated response to questions August 20, 2012, 2:30 p.m. CDT

Responses due August 22, 2:30 p.m. CDT

Anticipated proposal evaluation begins August 22, 2012

Anticipated proposal evaluation & decision August 29, 2012

# Questions

Any questions regarding this Statement of Work should be submitted via e-mail by August 16, 2012, 2:30 p.m. CDT: Contracts.pca@state.mn.us (reference "CR5287")

Questions and answers will be posted on the Office of Enterprise Technology website by approximately August 20, 2012, 2:30 p.m. NOTE: Other MPCA personnel are **not** authorized to discuss this SOW with Responders before the response submission deadline. Contact regarding this SOW with any personnel not listed above could result in disqualification.

#### **Evaluation Process**

All Responses received by the due date and time will be evaluated by representatives of the MPCA. Responses will first be reviewed to determine if the Mandatory Requirements have been met. Proposals that fail to meet Mandatory Requirements will not advance to the next phase of the evaluation. The State reserves the right to seek best and final offers from one or more Responders. A 1000-point scale will be used to create the final evaluation recommendation.

#### Mandatory Requirements (Pass/Fail)

- 1. The successful candidate will have the following minimum qualifications:
  - a. Four or more years of experience in developing web resources
  - b. Three or more years of experience programming in web-based languages, preferably PHP
  - c. Three or more years of experience in relational database design and architecture, preferably MySQL
- 2. The response must be received by the due date and time
- 3. All copies of the response must be signed in ink by an authorized member of the vendor

#### **Evaluation Criteria**

If a candidate satisfies the Mandatory Requirements, its Response will be evaluated against the factors in the following table. Responses may be given a maximum of 1000 points. The factors and weighting on which Response will be judged are:

Factor		Points	Percentage
1)	Completeness of response to meet Project Deliverables and Project Requirements	200	20%
2)	Experience with the configuration of open- source, PHP-based wikis	300	30%
3)	Quality of professional examples of similar client Projects (References)	100	10%
4)	Plan to meet accessibility requirements	100	10%
5)	Cost Proposal	300	30%

The MPCA will be evaluating the Cost Proposal by awarding points using the following formula. The lowest-cost Proposal receives the maximum points allocated (300). Then, the Cost Proposal with the second lowest amount receives points according to this formula:

Lower Cost Proposal Amount x Maximum Price Points (300)

**Higher Cost Proposal Amount** 

Accepted Proposals will be reviewed by an evaluation committee and scored against the above stated criteria. It is anticipated that the evaluation and selection of a Contractor will be completed by <DATE>.

This Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The MPCA reserves the right to reject any and all Responses.

Responses will be evaluated on "best value" as specified below. The evaluation team will not open the Cost Proposal until after the qualifications points are awarded. The MPCA has estimated that the cost of this Contract should not exceed \$25,000 (Twenty Five Thousand Dollars). Cost will be a significant factor in the evaluation of Responses.

# **Response Components**

Submit four copies of the Response. Responses are to be sealed in mailing envelopes or packages with the Responder's name, address, and "CR5287" written on the outside. An authorized member of the vendor firm must sign each copy of the Response in ink.

In a separately sealed envelope marked clearly on the outside "Cost Proposal," provide one copy of the Cost Proposal along with the vendor's name.

<sup>&</sup>lt;sup>1</sup> Certified Targeted Group and Economically Disadvantaged Business and Individuals and/or Veteran-Owned businesses will receive a maximum total of 6 percent preference (may claim only one). Preference points will be calculated by adding 60 additional points to the technical scores of eligible proposers.

Responders must submit the following information:

- 1. A Cover Letter referencing "CR5287," that contains:
  - a. Responder's mailing and facility addresses, fax number, telephone number, and website address (if applicable).
  - b. Name, title, address, phone number, and e-mail address of the person designated by the vendor to answer questions about the Proposal.
  - c. Description of the vendor's understanding of the need and explanation of their proposed solution.
  - d. Indicate if you are a seeking a Veteran Owned Business Preference (Attachment C) or Targeted Group and Economically Disadvantaged Business and Individuals Preference
  - e. A signature in ink by the designated officer of the vendor
- 2. **Resumés** of individual(s) who will be assigned to this Project, highlighting especially:
  - a. Demonstrated ability to meet Project timelines
  - b. Excellent organizational skills to prioritize, track, document, and communicate progress on multiple Project tasks in order to meet the Project completion date
  - c. Experience with the development of wikis or other data-driven content management systems
  - d. Experience training non-technical staff
- 3. **References:** Provide list of three clients using similar solutions
- 4. A *Workplan* which is a description of the deliverables to be provided by the Responder along with a detailed plan to accomplish the Project Deliverables. Objectives and Tasks in the Workplan should match those listed in the Cost Proposal. A Workplan should have Objectives, Tasks, and (if necessary) Subtasks to complete Project Deliverables, and include:
  - a. A dated timeline based on the "Project Milestones and Schedule" section, above
  - b. Description of proposed software/hardware configuration
  - c. Description of how vendor plans to meet "IT Accessibility Standards" and "Nonvisual Access Standards" described in the "General Requirements" section, below
  - d. Explain how the vendor will approach their participation in the Project within the "Project Environment," described above. This includes:
    - i. Organization and staff members
    - ii. Contract/change management procedures
    - iii. Project management (quality management, risk assessment/management, etc.)
    - iv. Documentation of progress such as status reports
    - v. Product documentation
- 5. In a separately sealed envelope marked clearly on the outside "Cost Proposal," provide one copy of the *Cost Proposal* along with the vendor's name. Consider using Attachment A, "Sample Cost Proposal" as a template.
- 6. Also, submit the following Forms as applicable:
  - a. Affidavit of Noncollusion (Attachment B)
  - b. (If applicable) Veterans Preference Form (Attachment C)

# **Response Submittal**

All Responses should indicate "SOW CR5634" on the outside of their packaging and be delivered to the MPCA loading dock:

Minnesota Pollution Control Agency 520 Lafayette Road North St. Paul, MN 55155

All Responses must be received not later than **August 22, 2012, 2:30 p.m., CDT**, as time-stamped by the MPCA loading dock. Late Responses will not be considered. All costs incurred in responding to this RFP will be borne by the Responder. Fax and email Responses will not be considered.

# **General Requirements**

#### **Proposal Contents**

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

#### Liability

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1. Intentional, willful, or negligent acts or omissions; or
- 2. Actions that give rise to strict liability; or
- 3. Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

# **Disposition of Responses**

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must:

- 1. Clearly mark all trade secret materials in its response at the time the response is submitted,
- 2. Include a statement with its response justifying the trade secret designation for each item, and
- 3. Defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense.

This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

#### **Conflicts of Interest**

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

#### **IT Accessibility Standards**

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at: <a href="http://www.mmd.admin.state.mn.us/pdf/accessibility\_standard.pdf">http://www.mmd.admin.state.mn.us/pdf/accessibility\_standard.pdf</a>

#### **Nonvisual Access Standards**

Nonvisual access standards require:

- 1. The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2. That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3. That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4. That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

#### Preference to Targeted Group and Economically Disadvantaged Business and Individuals

#### **Veteran-owned/Service Disabled Veteran-Owned Preference**

In accordance with Minnesota Statute §16C.16, subd. 6a, veteran-owned businesses with their principal place of business in Minnesota and verified as eligible by the United States Department of Veterans Affairs' Center for Veteran Enterprises (CVE Verified) will receive up to a 6 percent preference in the evaluation of its proposal.

Eligible veteran-owned small businesses include CVE verified small businesses that are majority-owned and operated by either recently separated veterans, veterans with service-connected disabilities, and any other veteran-owned small businesses (pursuant to Minnesota Statute §16C.16, subd. 6a).

Information regarding CVE verification may be found at http://www.vetbiz.gov.

Eligible veteran-owned small businesses should complete and sign the Veteran-Owned Preference Form in this solicitation. Only eligible, CVE verified, veteran-owned small businesses that provide the required documentation, per the form (Attachment D), will be given the preference.

# **Foreign Outsourcing of Work Prohibited**

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

# Attachment A: Sample Cost Proposal

1. Contractor						3. Ot	her Expenses	4. Total Dollars		
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TOTAL FTE 0.00 TOTAL DOLLARS \$

#### Attachment B

# STATE OF MINNESOTA AFFIDAVIT OF NONCOLLUSION

I swear (or affirm) under the penalty of perjury:

- 1. That I am the Responder (if the Responder is an individual), a partner in the company (if the Responder is a partnership), or an officer or employee of the responding corporation having authority to sign on its behalf (if the Responder is a corporation);
- 2. That the attached proposal submitted in response to the Minnesota Stormwater Manual Website Development Statement of Work has been arrived at by the Responder independently and has been submitted without collusion with and without any agreement, understanding or planned common course of action with, any other Responder of materials, supplies, equipment or services described in the Statement of Work, designed to limit fair and open competition;
- 3. That the contents of the Response have not been communicated by the Responder or its employees or agents to any person not an employee or agent of the Responder and will not be communicated to any such persons prior to the official opening of the Responses; and
- 4. That I am fully informed regarding the accuracy of the statements made in this affidavit.

Responder's Firm Name:	
Authorized Representative (Please Print)	
Authorized Signature:	
Date:	
Subscribed and sworn to me this day	y of
Notary Public	
My	commission expires:

# Attachment C

#### STATE OF MINNESOTA

#### VETERAN-OWNED PREFERENCE FORM

In accordance with Minnesota Statute §16C.16, subd. 6a, veteran-owned businesses with their principal place of business in Minnesota and verified as eligible by the United States Department of Veterans Affairs' Center for Veteran Enterprises (CVE Verified) will receive up to a 6 percent preference in the evaluation of its proposal.

If responding to a Request for Bid (RFB), the preference is applied only to the first \$500,000 of the response. If responding to a Request for Proposal (RFP), the preference is applied as detailed in the RFP.

Eligible veteran-owned small businesses must be CVE Verified (in accordance with Public Law 109-471 and Code of Federal Regulations, Title 38, Part 74) at the solicitation opening date and time to receive the preference.

Information regarding CVE Verification may be found at http://www.vetbiz.gov.

Eligible veteran-owned small businesses should complete and **sign** this form. Only eligible, CVE Verified, veteran-owned small businesses that provide this completed and signed form will be given the preference.

### I hereby certify that the company listed below:

- 1. Is an eligible veteran-owned small business, as defined in Minnesota Statute §16C.16, subd. 6a; and
- 2. Has its principal place of business in the State of Minnesota; and
- 3. Is CVE Verified by the United States Department of Veterans Affairs' Center for Veterans Enterprise.

Name of Company:	Date:
Authorized Signature:	Telephone:
Printed Name:	Title:

IF YOU ARE CLAIMING THE VETERAN-OWNED PREFERENCE, <u>SIGN AND RETURN</u> THIS FORM WITH YOUR RESPONSE TO THE SOLICITATION.